


## Support Outline

Support Contacts:

David Byrne	<a href="mailto:dave@codecolony.com">dave@codecolony.com</a>	+353 86 4067359
Wojciech Jankun	<a href="mailto:wojciech@codecolony.com">wojciech@codecolony.com</a>	+353 86 2631585
Mark McEvoy	<a href="mailto:mark@codecolony.com">mark@codecolony.com</a>	

### Step 1: Log a support ticket


The user visits <http://support.codecolony.com> and clicks on 'Open New Ticket'

SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

**Welcome to the support center**


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.



#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

[Open New Ticket](#)



#### Check Ticket Status

We provide archives and history of all your support requests complete with responses.

Email:


Ticket#:

[Check Status](#)

Powered by Code Colony

## Step 2: Enter Details

The user enters their contact information and a description of the issue they are experiencing.

SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

Please fill in the form below to open a new ticket.

Full Name:	<input type="text" value="David Byrne"/>	*
Email Address:	<input type="text" value="dave@codecolony.com"/>	*
Telephone:	<input type="text" value="345677"/>	Ext <input type="text" value="234"/>


Help Topic:	<input type="text" value="Support"/>	*
Subject:	<input type="text" value="Test Support Ticket"/>	*

Message:

Powered by Code Colony

### Step 3: Confirmation of Ticket Creation

The following message appears when you log a new ticket:



**Code Colony**  
SOFTWARE CONSULTANTS

SUPPORT TICKET SYSTEM

---

[Home](#)   [New Ticket](#)   [Ticket Status](#)

**Support ticket request created**

David Byrne,

Thank you for contacting us.  
A support ticket request has been created and a representative will be getting back to you shortly if necessary.

An email with the ticket number has been sent to [dave@codecolony.com](mailto:dave@codecolony.com). You'll need the ticket number along with your email to view status and progress online.

If you wish to send additional comments or information regarding same issue, please follow the instructions on the email.

Support Team

---

Powered by [Code Colony](#)

This is followed by a confirmation email to the user's inbox:

#### Code Colony Support - New Ticket Alert

From: osTicket Alerts <[alerts@codecolony.com](mailto:alerts@codecolony.com)> [Add to Contacts](#)  
To: [dave@codecolony.com](mailto:dave@codecolony.com)

---

Admin,

New ticket #783332 created.

-----  
Name: David Byrne  
Email: [dave@codecolony.com](mailto:dave@codecolony.com)  
Dept: Support

Test Item  
-----


To view/respond to the ticket, please login to the support ticket system.

Your friendly,

Code Colony Support

## Step 4: Checking the status of tickets

The user must go to <http://support.codecolony.com> and log in using their email address, and the ticket number they have been assigned.



**Code Colony** SOFTWARE CONSULTANTS SUPPORT TICKET SYSTEM

[Home](#)
[New Ticket](#)
[Ticket Status](#)

**Welcome to the support center**

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.

**Open A New Ticket**

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

[Open New Ticket](#)

**Check Ticket Status**

We provide archives and history of all your support requests complete with responses.

Email:

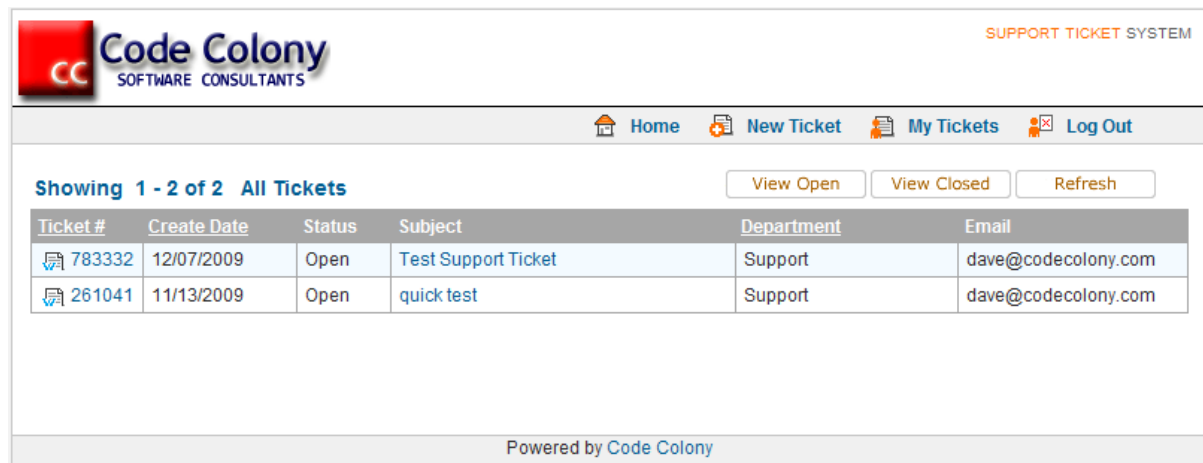
Ticket#:

[Check Status](#)

Powered by Code Colony

## Step 5: Viewing previous tickets

When they log into the support system, the user is shown a list of all the tickets they have raised:



**Code Colony** SOFTWARE CONSULTANTS SUPPORT TICKET SYSTEM

[Home](#)
[New Ticket](#)
[My Tickets](#)
[Log Out](#)

**Showing 1 - 2 of 2 All Tickets**

[View Open](#)
[View Closed](#)
[Refresh](#)

Ticket #	Create Date	Status	Subject	Department	Email
783332	12/07/2009	Open	Test Support Ticket	Support	dave@codecolony.com
261041	11/13/2009	Open	quick test	Support	dave@codecolony.com

Powered by Code Colony

## Step 6: Changes to the tickets and user alerts

If the status or content of the ticket changes, the user is sent an email, and can track progress on the support site:

### [#261041] Message Added

[Full View](#)

From: Support <wojciech@codecolony.com> [View Contact](#)  
To: dave@codecolony.com


-- do not edit --

dave23234,

Your reply to support request #261041 has been noted.

You can view this support request progress online here: <http://support.codecolony.com/code-colony-support.php/view.php?e=dave@codecolony.com&t=261041>.

Code Colony Support

SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [My Tickets](#) [Log Out](#)

**Ticket #261041**

Ticket Status:	open	Name:	dave23234
Department:	Support	Email:	dave@codecolony.com
Create Date:	11/13/2009 12:34 pm	Phone:	(234) 234-3423

**Subject: quick test**

Message Posted Successfully

**Ticket Thread**

**Fri, Nov 13 2009 12:34pm**  
this is a quick test!

**Mon, Dec 7 2009 6:30am**  
Here is your reply to the first ticket.

Message Posted Successfully

Enter Message \*

[Post Reply](#) [Reset](#) [Cancel](#)